

REPORT TO THE COUNTY EXECUTIVE FIRST QUARTER, 2010

RECREATION & ADMINISTRATIVE SERVICES

The Recreation and Administrative Services Department submits the following report for the 1st quarter of 2010:

- Attended the Tyler MUNIS fleets & facilities web ex session, and began the work order implementation process.
- Discussion regarding sharing of duties between ISD and Board of Commissioners for new staff member.
- Met with Finance and Homeland Security staff regarding grant and project accounting.
- Met with Civic Arena staff to discuss upcoming dry floor events.
- Met with representatives of Compuware to discuss project/portfolio management.
- Met with 911, Sheriff's office, and ISD staff regarding LEIN.
- Met with recreation staff and the personnel director regarding seasonal hire and unemployment procedures.
- Was assigned the Purchasing Division and the Housing Rehabilitation Program.
- Met regarding animal control census.
- Re-convened the ISD user group and scheduled regular meetings.
- Participated in the Service Plus Workshop held at the Alice & Jack Wirt Library for the leadership group.
- Began bi-weekly division update meetings with direct report staff.
- Participated in the Mitchell & McCormick Kick-Off Initial Conference Call for Bay County Health Department.
- Attended the 2010 Michigan Recreation and Parks Association Conference.
- Hosted the 2010 Bay Area Home Builders & Garden show at the Bay County Civic Arena.

- Hosted the Vulnerability and Critical Infrastructure Sector Seminar at the Bay City Doubletree Hotel.
- Met with Resilient-C and Homeland Security staff to discuss and implement a new purchasing strategy to improve the process.
- Met with Resilient-C staff to evaluate daily activities in the Clerk's office for suggestions to streamline operations to make things more efficient.
- Participated in the Finance Officer interviews.
- Met with Buildings & Grounds superintendent regarding the Costal Zone Management Grant application.
- Toured the Community Center for placement of the new exit door.
- Met with Animal Control & Mosquito Control staff regarding the GPS system.
- Held meetings with Laura Ogar, Bay Area Housing staff, Finance, and MHSDA representative to familiarize ourselves with the Housing Rehab Program.
- Met with the newly appointed Commissioner Colleen Maillette, and Brent Goik to update and review our role with the Bay 3 TV Partners operation.
- Met with Rick Pabalis & Frances Horgan to go over the Pinconning Park Engineering Services RFQ.
- Met with Corporation Counsel and ISD Director to discuss the Sungard contract.
- Held a conference call with MUNIS to discuss the contract.
- Met with Homeland Security staff, Saginaw County, Sheriff's Office and ISD Director regarding Net Arms.
- Met with Homeland Security staff to discuss the options of distributing the committee meeting minutes to all committee members and the R3HSPB.
- Met with County Commissioners, the Financial Analyst, and ISD to discuss the Google fiber for communities project.
- Met with Recreation Supervisor and Ms. Gretchen Irish of Touchstone Services regarding

seasonal job opportunities.

- Attended developmental meetings regarding the placement of delinquent tax information on the county web site; Copier/Scanner; Bay 3TV partnership meetings; Department Directors; Quadrant; Tyler MUNIS Committee meetings; Incident Management Team meetings; Homeland Security Team meetings; Region 3 Homeland Security Grant Board; R3HSPB Committee meetings; Recreation staff meetings; Recreation and Administrative Service Staff meetings, and RAS division head meetings.

Animal Control

Shelter Animals

- Animal intake 364 cats, 321 dogs, and 10 other species. The first quarter animal intake was 696 animals.
- 47 cats, 103 dogs, and 9 other species were adopted. Total adoptions from the shelter were 172.
- 353 cats, 156 dogs, and 3 other species were euthanized.
- 8 cats and 95 dogs were claimed by their owners.

Compared to the first quarter of 2009, the shelter has experienced a decrease of 50 animals for the first quarter of 2010.

Field Activities

- 968 field calls resulted in field activities. The following calls represent the majority of complaints.
- 20 of those calls were after hour calls.
- 318 calls were for loose and aggressive dogs.
- 57 were barking complaints.
- 58 were cruelty (check animal welfare/condition) concerns.
- 246 calls were in regards to loose dogs.
- 25 calls were sick or injured animal reports.
- 306 loose & impounded animals,

In comparison to the first quarter of 2009, the shelter experienced an increase of 44 field activities for 2010.

- We are continuing to place our adoptable animals on the Bay 3 TV, Petfinders.com, the Bay County website, and the Bay City Times. Unfortunately at this time WNEM TV5 has not been featuring pets on the Saturday or Sunday Morning News Show.
- We have been involved with the BAISD'S veterinarian technician's program and Dr

Musselman has spayed and neutered 14 cats and dogs that had been purchased from the shelter. Clients who have had their animals through the program have been so happy with the care they have received at the BAISD and have been very appreciative for the chance to be involved.

Buildings & Grounds

- Ran gas piping, fabricated and installed two 400,000 BTU furnaces at the Civic Arena
- Pipes were painted on roof of Civic Arena
- Constructed a new vestibule at the Civic Arena with glass doors and automatic closers
- Installed access ladder at the Health Department
- Replaced UPS at 911
- Completed remodel of 911 kitchen/break room including new cabinets, counter top, sink ice maker, dish washer, overhead microwave etc.
- Moved Purchasing Agent's office from 7th floor to ground floor
- Painted entire day room at the Juvenile Home
- Removed, cleaned, and replaced entire ceiling in south day room at the Juvenile Home
- Removed baseboard and painted judicial corridor and employee corridor at the Courts
- Repainted entire prosecutors office
- Repaired pool boiler at Community Center and pulled burner, cleaned and repainted brackets and baffles
- Ran numerous electrical drops on both rinks at the Civic Arena for dry floor events

Information Systems

- TYLER MUNIS Financial Systems:
 - ▶ The conversion from the AS/400 system to the MUNIS payroll system was successful for the first pay period of 2010. Processes are now in place to pursue the decentralized entering of payroll information by individual departments.

- ▶ A number of problem issues that were received in the implementation of the numerous MUNIS modules have been identified and resolved. A number of issues still remain which are not show stoppers and there are work around(s) in place to perform the required functions until the issues get resolved. Release 8.1 of the MUNIS system is currently in beta testing. The ISD staff will review and determine when the release will be available for the entire customer base of the MUNIS product. This release will be migrated first to testing and, once sign-off is approved, an announcement will be made as to when the release will be placed in the production partition.
 - ▶ The MUNIS Fleet and Facility application implementation has begun. The current process being deployed is to have a number of key users perform testing. Paul Pabalís and Blake Coppinger have been meeting on a regular basis to dissect the application and begin the process of customizing it for Bay County functionality.
- The Help Desk has reported 98 current open work orders and projects. During the first quarter 919 work orders were opened. A total of 942 work orders have been closed in the first quarter. The process of having the Help desk personnel dedicated to projects on a regular assigned day has assisted in maintaining the reduction in open work orders as well as long term projects.
- Upon Board approval of the Charter redundant internet access the contract with Charter has been finalized between the two parties and the installation of the Charter fiber along with the current Speednet connection will provide redundancy and a reliable internet connection. Second quarter of 2010 both providers will be in place at Bay County.
- The Eaton County Vital Stat application is installed and being utilized by the Clerk Department.
- The training and rollout of Group Wise 8.0 will continue to take place during the second quarter of 2010.
- Mitchell and McCormick Health Department software has been installed and the process of building the system for the customization of Bay County is in process. Go-live date for this application will be at the beginning of the 3rd quarter, 2010.
- The .NET version of the BS & A delinquent tax software is scheduled to be installed in the 2nd quarter of 2010.
- The Register of Deeds requested 8 additional replacement PC's that are 5 plus years old for use in the public viewing area and workstations in the Register of Deeds office.
- Presentation of a video conferencing solution for the Juvenile home for Probate court

procedures has been approved by the Board with installation in the second quarter of 2010.

- Prosecuting Attorney's Office had 7 laptops and 8 desktop scanners ordered and installed in the first quarter of 2010. Cherry LAN training has taken place and the roll out of the NET Arms inquiry access will take place in the early part of second quarter, 2010.
- The Sheriff Department's camera system has been replaced and six new PC's with dual NIC cards have been ordered and built to the specifications required to access the camera system from individuals offices to view and, when necessary, the copying of specific activities via the camera system.
- A new UPS for the iSeries machine located at the Central Dispatch department has been ordered and installed. Additional disk space was added and the New World application has been upgraded to their latest release of 8.09.
- Numerous department procedures are in development to ensure that all users of Information Technology are advised on the processes that will enhance customer services.
- The formation and continuation of the user group has been underway during the first quarter of 2010. Through Michigan Works vouchers for free training through Microsoft has been offered to employees of Bay County. Approximately 35 vouchers have been allocated for the individuals at Bay County.

Purchasing

Bids Awarded:

- Sliding Door Replacement for Center Ridge Arms

Bids Released:

- Pinconning Park Engineering Service for Buildings & Grounds
- Huron County UPS Project for Homeland Security
- Equalization Director Level VI for the Equalization Department
- Sliding Door Replacement for Center Ridge Arms

Quotes Prepared

- Disaster Recovery Services for ISD

Other Items:

- Continued to work with Departments in regard to purchases and bids
- Vendor Self Serve Module meetings and content preparation
- Had quarterly review with Office Max, AT&T, Verizon, Sprint and Gordon Food Service

- Prepared Journal Entries for credit card allocation
- Prepared RFP/RFQ/BCQ packet for Departments who anticipate issued bids this year
- Sent vehicle listing to all departments responsible for fleet vehicles to update and verify vehicle information
- Worked on year-end purchasing duties
- Participated in Munis Asset 2-day web-ex
- Updated the Purchasing web site information
- Submitted recommended changes to the Purchasing Policy reflecting recent changes and inserting "Local Purchasing" language
- Met with Department to review 2010 budget for possible reductions

Housing Rehabilitation Program

Activity as of March 1, 2010

- Introductory meeting with Bay Area Housing to discuss the interaction between the County and the Third Party Administrator
- Introductory meeting with MSHDA representative James Espinoza
- Reviewed new Program Guidelines and submitted for internal review
- Investigated the possibility of the County acting as a Property Improvement Program (PIP) Agent
- Assisted with the requests of the public concerning current loans or finding assistance for their needed home rehabilitation projects
- Familiarized myself with the program policies and procedures.

Recreation

Civic Arena

- The Civic Arena is currently setting up for Shipshewana on the Road and will be there throughout the weekend (April 17-18). We are excited for this event and hopes it produces a long term relationship. They will have 225 vendors with the hopes of about 10,000 individuals coming through our doors throughout the weekend. In order to accommodate the event we had to remove the ice in the Professional Rink and used the Dry Floor on the Olympic Rink. The Pro Rink did need to come out and will save us on cost during the summer months.
- Also coming to the Civic Arena at the end of April is Blackout Cage Fighting. This local group has had some success at the Armory, but have had to limit the number of patrons watching the event. Their goal is to come to our Arena and see the potential spectators. They also would like to book a year contract to come back 4 times throughout the year.
- Along with our dry floor events our Adult Spring league has 22 teams that will be skating on the Olympic Rink with the Pro Rink being removed. This large number will maximize ice time

for this summer. We are excited about these new events and hope to continue at this pace.

Community Center

- The Community Center is in the process of hiring for the Summer Recreation Program and the Pool Operation for 2010. As a way of making budget numbers the summer recreation program and the pool operation have been reduced to meet certain budget cuts. However, we are optimistic about both programs, because of their success in the past. The summer Recreation program is being cut from 10 weeks to 7 weeks and the price increased from \$80 to \$95 per child. Feedback from the user group has not balked at the increase, because of the quality of the program.
- As with the summer recreation program the pool operation will be reduced to meet budget restraints. The pool will be open Wednesday thru Sunday trying to accommodate the historically higher usage days. We feel the cut will help with reducing the expenses, but will still be available to the public for days and times they requested. We are hoping for a nice year at the Community Center as well.

Golf Course

- The 2010 season is off to a good start. The golf course opened March 30th which is the earliest the course has opened since sometime in the '80's. We are happy to say that Mother Nature is cooperating with us. The golfers have enjoyed the few 80 degree days and we have as well. Everything has been smooth during our opening. We have our seasonal staff back in place, our tournament schedule is posted, all of last year's golf leagues have committed again, and our group business already booked is higher than last season.
- We are excited to have all of our leagues back this year with no one dwindling in numbers. We have picked up a couple of small leagues, one of 16 players and the other is 4 players. Over the course of 18 weeks this will be some nice additional revenue. Overall our league play will be up slightly and again is the backbone of our business.
- Our group business has picked up in the last couple of years. We have more outings booked for 2010 than 2009 which was also up from the year before. The number of players in each outing are down slightly from the days in the '90's, but including the additional events keeps our total amount of players up. We are looking for a good season with our yearly outings and hope to make a good impression on our new ones as well.

We have added 2 tournaments to our schedule this year and hope to increase our participation as well. We have steadily increased our tournament play over the last couple of years and feel we have the right schedule to do the same.

Region 3 Homeland Security Planning Board

- The Region 3 Homeland Security Planning Board(R3HSPSB) is meeting on a monthly basis. The main goal has been to purchase equipment that the R3HSPB has prioritized. We have

purchased equipment for communications, First Responder Safety and Critical Infrastructure Protection.

- The FY 07 SHSP & LETPP grant is ending 6/30/2010. Monies have been expended for Planning, Exercise/Training and Equipment. Allowable cost justifications (ACJ's) were submitted & approved. DHS has requested EHPSM(Environmental & Historic Preservation Screening Memo) for most projects and we are submitting them as the information is provided.
- The PSIC grant is moving forward. The Bay County tower project is progressing through the EHPSM phase. \$973,000 worth of 800MHz radios were purchased and are being distributed.
- The FY08 Interoperable Emergency Communications Grant Program is being worked on by the Communications Committee and if for Planning & Training. Bay County is the fiduciary for this grant. The grant award is \$106,689.33 with 3% M&A. The PJF's for this grant have been approved and there are ACJ's in the draft stage for this grant. A Planner contract for this grant is being developed. Bay County is the fiduciary for the FY09 IECGP grant for \$104,010.
- The FY08 HSGP for \$3,485,750 has been allocated by the committees and the R3HSPB has approved the submission of Project Justifications for the committees. ACJ's will be submitted to the committees & the R3HSPB for submission to MSP in July.
- The FY09 HSGP grant agreement has been received and it is in the amount of \$3,376,729.

CORPORATION COUNSEL

- During the first quarter of 2010, the Department of Corporation Counsel/Risk Management continued to draft and review agreements. Corporation Counsel appeared at 2 court hearings on behalf of the County Treasurer in his role as Foreclosing Governmental Unit after preparing pleadings for this annual duty. Considerable time has been spent on the Charter contract to provide fiber redundancy to maintain emergency service connectivity and work continued on a grant-funded software acquisition for the Environmental Health Division. The American Recovery and Reinvestment Act provided funding for new doors at Center Ridge Arms conditioned upon a prompt bidding and contracting process. Architectural services, a bid and a vendor contract were prepared compliant with short time frames. The suit against Blue Cross/ Blue Shield of Michigan due to undisclosed fees included in administrative services contracts over several years progressed. Several grant agreements and amendments have required review. An orthophotography contract was expedited to enable flights and photography in advance of trees leafing out. Reviewing and responding to a large number of Freedom of Information Act requests to various County offices continued to occupy many staff hours.

CRIMINAL DEFENSE

No Report Submitted.

ENVIRONMENTAL AFFAIRS & COMMUNITY DEVELOPMENT

No Report Submitted.

EQUALIZATION

No Report Submitted.

FINANCE DEPARTMENT

No Report Submitted.

HEALTH DEPARTMENT

Administration

- The Health Department is pleased to have a new Medical Director on staff. Dr. Kirk Herrick, D.O., began January 4, 2010. Former Medical Director, Dr. Howard Hurt, D.O., will continue to serve as Medical Examiner.
- The Health Department continues its H1N1 vaccination campaign, however, staff have reported a decreased demand for the vaccine throughout the latter part of the quarter. The Health Department is currently taking appointments for those seeking the vaccine and staff are providing 2-3 mobile clinics per week. The Communicable Disease Program staff continue to provide ongoing disease surveillance and staff are busy tracking the H1N1 vaccine received from the Centers for Disease Control and Prevention (CDC) and recording it in the Michigan Care Improvement Registry (MCIR). Health Department staff provided 35 mobile H1N1 Influenza A Vaccine Clinics during this quarter.
- The Health Department is continuing work on its Strategic Plan. In January, input was solicited from staff regarding a budget reduction plan and staff were provided a review of the strategic planning process during the March staff meeting. Future planned sessions will include review and evaluation of progress made and exploring opportunities for improvement. The goal is to develop a five year plan for meeting the needs of our customers, both internal and external.
- The Health Department and Division on Aging (DOA) continue to work with Bay-3 TV to implement the yearly programming calendar. All Health Department Divisions/Programs and the Division on Aging Programs are presenting items for broadcast on Bay 3-TV. During the third quarter, the following Health Department segments were presented:

January:

- H1N1 Updates (Multiple Broadcasts throughout Jan-March)

- H1N1 Clinic Ad on Community Billboard

February:

- H1N1 Clinic Ad on Community Billboard
- HIV/STD Program Presents: "Hepatitis C: Chapter 3" Video (Multiple broadcasts throughout February)

March:

- H1N1 Clinic Ad on Community Billboard
- HIV/STD Program Presents: "Hepatitis and Your Liver--Chapter 1" Video
- Hearing and Vision Program Presents: "Program Overview"
- WIC Program Presents: "Program Overview: MI-WIC, Food Package Changes, Project Fresh, EBT Transition, New Income Guidelines and Breastfeeding"
- CD Program Presents: "Some Things Shouldn't be Shared (Head Lice Program)"
- The first draft of the Office Procedure Manual has been submitted for review. This is part of the on-going Design Team/Strategic Planning process in the Health Department. Work continues on implementation of the Health Department's new financial and program management software. The software implementation is ongoing and will continue through second quarter. Tentative "Go Live" date is mid-July.

Meetings/Trainings attended by Health Director:

- Board of Commissioner and various Board Committee Meetings
- Monthly Health Department Staff Meetings
- Bi-Monthly Health Department Management Team Meetings
- Monthly Department Head Meetings
- Monthly Michigan Association of Local Public Health (MALPH) Board meetings in
- Lansing, and participated in MALPH's State/Local Preparedness Workgroup and the Accreditation Quality Improvement Process (AQIP) Workgroup
- Monthly Human Services Collaborative Council (HSCC) Board and Steering Committee Meetings
- Monthly Nathan Weidner Child Advocacy Board Meetings
- Bay Health Plan Board Meeting
- Health Department Pandemic Influenza Planning Meetings
- MALPH Executive Search Team Teleconferences, Meetings and Interviews
- "Service Plus" Workshop
- Web Design Team Meeting
- E-Team Course
- Public Health Preparedness Conference in Atlanta, GA

Children's Special Health Care Services (CSHCS)

- Kathy Janer, R.N. attended three planning sessions to improve supportive services for

families of children with developmental disabilities.

Communicable Disease (CD) Division

- Susan Guc attended the East Central Infection Control Meetings on January 26 and March 30, 2010, held at St. Mary's Hospital in Saginaw.
- CD Clinicians investigated 27 animal bites, 2 confirmed cases of viral Meningitis, 1 confirmed case of bacterial Meningitis, 1 confirmed case each of invasive Streptococcus pneumonia, Strep Pneumo-drug resistant, 1 case of Group A invasive Streptococcal Disease, 4 confirmed cases of Pertussis, 1 confirmed case of Shingles, and 1 confirmed case of Hepatitis A.

Division on Aging

- Amended budgets for the American Recovery and Reinvestment Act of 2009 (ARRA) nutrition funds and revised Region VII Area Agency on Aging grant budgets were submitted to Region VII, and the revisions were forwarded to the Finance Department under MUNIS.
- Revisions were made in the United Way tax clinics. The Riverside Friendship Center location was closed, and United Way sent VITA representatives to troubleshoot and/or resubmit returns that were processed at Riverside in early March.
- Revisions were made in the United Way tax clinics. The Riverside Friendship Center location was closed, and United Way sent VITA representatives to troubleshoot and/or resubmit returns that were processed at Riverside in early March.
- Walk-in Benefits Screening Clinics were scheduled in February and March at Riverside Friendship Center. The purpose of these clinics was to review with walk-in customers various benefit programs available through City of Bay City, Department of Human Services, and Social Security Administration, and to help complete applications for those individuals who might qualify for additional benefits. Volunteers from the Michigan Medicare/Medicaid Assistance Program (MMAP) and Division on Aging Case Managers provided on-site assistance. Flyers were distributed to all Dining Centers, to various offices at City Hall, and to other referral sources. Forty-two individuals attended the walk-in clinics.
- Frozen meals were provided to Dining Center customers and to Home Delivered Meals recipients as shelf staples for use when the Dining Centers are closed or the meals cannot be delivered due to weather or other emergencies.
- Several Bay 3-TV programs were recorded to address:
 - 1) Respite Care, Adult Day Care, and Caregiver services available to seniors,
 - 2) Information on the Walk-In Benefits Screening Clinics, and
 - 3) The importance of seniors completing the U.S. Census forms so numbers are counted for Michigan.

- Articles and flyers were also included in Wonderful Times and distributed to the Dining Centers.
- The Movie and Lunch Series at Alice & Jack Wirt Public Library was scheduled for programs held January 27, February 24, and March 31.
- A special program was held at Rainbow Center at the Canteen to celebrate Martin Luther King Day on January 21. A Winter Snowball was held the same day at Williams Senior Dining Center. A Self-Defense Awareness workshop was held February 11, a Sweetheart Dance was held February 24, and acrylic painting classes were held March 1, all at Riverside Friendship Center. Music and dancing has been added to the programs at Hampton Senior Center every second and fourth Thursday of the month when the Variety Tones leads the group with musical favorites.
- Information on H1N1 vaccine availability for senior citizens was included in the February issue of Wonderful Times.
- Another series of Osteoporosis Strength Training Classes was held January 25 through March 8, with 43 individuals enrolled in classes.
- Division on Aging will serve as the lead agency for soliciting nominations for the Diamond Gem Awards Program in 2010, following some changes at United Way. Nomination forms were distributed to area churches, schools, and community agencies. Winners will be recognized at a dinner in April.

Emergency Preparedness (EP) and Management

Meetings/trainings attended by Division Manager over the quarter:

- Hosted Region 3 EPC Meeting
- LEPC Meeting
- LPT Meeting
- MEMS Subcommittee Meeting
- MDCH Pandemic Partners Conference Call
- Attended Public Health Preparedness Summit in Atlanta, GA
- EP&M Division Staff Meeting
- "March Madness" – Bay County Tabletop Exercise held at EOC
- IMT Meeting
- Homeland Security Team Meeting
- Community Preparedness & Participation Committee Meeting (a Region 3 HSPB sub-committee)
- LEPC Meeting
- PHEP Pilot Project Conference Call with CDC & MDCH
- REMS Grant Meeting with BAISD (Melissa & Dominic)

- Updated and submitted SNS Plan to OPHP (Melissa & Dominic)

In addition to monthly Health Department staff meetings, monthly 800 MHz radio drills for MDCH OPHP, Region 3 HPN, & 3rd District Emergency Management, and monthly 3rd District Emergency Management E-Team Drills, staff participated in the following activities:

January

- Emergency Management Coordinator Specific Activities:
- Set up for and conducted E-Team Training for the Bay City EOC Staff
- Conducted Hazard Mitigation Meeting via Webinar
- Attended Regional IMT Subcommittee Meeting
- Chaired Region Plan Committee Meeting
- Attended MBS Airport Exercise Meeting
- Met with West Shore regarding Siren System
- Attended 911 Tech Committee Meeting
- Prep and conducted March Madness TTX Design Meetings
- Submitted LEPC Grant Application to MSP-EMHSD
- Attended Regional Resource Management Committee
- Attended Regional Board Meeting
- Conducted Bay County LPT Meeting
- Developed Spring Severe Weather Class marketing materials
- Updated Bay County EOC Call Out List
- Put on a 300 and a 400 ICS Course
- Updated Resource Directory
- Coordinated initial start up of new 20kv Generator

Health Educator Specific Activities:

- Coordinated H1N1 Mobile Clinics

February

Emergency Management Coordinator Specific Activities:

- Chaired Regional Planning Sub-committee
- Attended Regional Exercise Sub-committee
- Attended Regional Resource Committee
- Attended 911 Tech Committee Meeting
- Set-up and conducted E-Team Training for Bay County EOC Staff
- Attended Critical Infrastructure Seminar
- Acquired GETS cards for Emergency Mgt. Coordinator and Deputy

- Met with LEPC Planning Sub-committee
- Attended Regional IMT Workgroup
- Conducted Hazard Mitigation Project Meeting
- Attended Pipeline Conference at Horizons Conference Center
- Attended Regional Governance Meeting
- Attended Planning Meeting for upcoming Saginaw River TTX
- Siren System update and training taping
- Started 20kv portable generator
- Developed PJFs for submission to appropriate Region 3 HSPB committees
- Submitted HMEP Grant
- Conducted E-Team test for bay County E-Team users
- Updated EOC Contact List
- Developed flooded roadway tracking matrix
- Tested Incident Command Trailer Equipment
- Updated JIC SOP

Health Educator Specific Activities:

- Coordinated H1N1 Mobile Clinics

March

Emergency Management Coordinator Specific Activities:

- Attended Flood Plain Conference
- Attended Regional Exercise Planning Meeting
- Updated Siren SOP to reflect enhance capabilities
- Attended several MBS exercise design meetings
- Attended Citizen Corps Meeting
- Chaired Regional Citizen Preparedness and Planning Committee
- Conducted Bay County March Madness TTX
- Developed After Action Report for Bay County March Madness TTX
- Met with Bay City to discuss Severe Weather Planning during special events
- Attended 911 Tech Meeting
- Attended Bay Arenac ISD School Safety Meeting
- Worked toward acquiring GETS and WPS cards for IMT and EOC Representatives
- Met with Bay Arenac ISD to discuss School Emergency Operations Planning
- Met with Sheriff's Office to discuss updating several SOPs
- Developed Agenda for upcoming 800 MHZ Radio Seminar

- Conducted Webinar for Hazard Mitigation Plan
- Met with Becky Riemann to discuss severe weather planning and go over Weather Radio
- Attended MBS airport Communications Drill in preparation for Full Scale Exercise
- Met with Munger Fire to discuss upcoming Exercise for Munger Fire
- Developed Facility Security Assessment Tool
- Attended Regional Exercise Committee Meeting
- Developed Preparedness Day ACJ
- Tested Teletask
- Marketed Spring Severe Weather Spotter Class

Health Educator Specific Activities:

- Coordinated H1N1 Mobile Clinics
- Attended MDCH Smoke Free Law informational training session

Attended the following monthly meetings (Melissa and/or Chris) throughout this quarter:

- Region 3 HPN Advisory Committee Meeting
- Region 3 HPN Planning Board Meeting
- Region 3 EPC Meeting
- 3rd District Emergency Management Coordinators Meeting
- Bay County Fire Chiefs/Firefighters Association Meeting
- Region 3 HSPB Meeting
- MEMS Plan Sub-Committee Planning Meetings
- MDCH OPHP Monthly EPC Conference Calls
- MDCH Pandemic Partners Teleconferences (bi-monthly calls)

****Participated in monthly 800 MHz radio drills for MDCH OPHP, Region 3 HPN, & 3rd District Emergency Management***

****Participated in monthly 3rd District Emergency Management ETeam Drills***

BRMC = Bay Regional Medical Center

EPC = Emergency Preparedness Coordinator

EMC = Emergency Management Coordinator

HSPB = Homeland Security Planning Board

MEMS = Modular Emergency Medical System

NEHC = Neighborhood Emergency Help Center

HSEEP = Homeland Security Exercise and Evaluation Program

SOP = Standard Operating Procedure

JIC = Joint Information Center

PSAC = Public Safety Answering Center

ARC = American Red Cross

ISD = Intermediate School District

LEPC = Local Emergency Planning Team

LPT = Local Planning Team

MIHAN = Michigan Health Alert Network

HPN = Healthcare Preparedness Network

EAP = Emergency Action Plan

GIS = Geographic Information Systems

EAP = Emergency Action Plan

EOC = Emergency Operations Center

ICS = Incident Command System

BSIR = Biannual Strategy Implementation Reports

GEO = Abbreviation for Geographical

REMS = Readiness and Emergency Management for Schools

T&EPW = Training & Exercise Planning Workshop

ACJ = Authorized Cost Justification Form

PHEP = Public Health Emergency Preparedness

MSP EMHSD = Michigan State Police Emergency Management & Homeland Security Division

MDCH OPHP = Michigan Dept. of Community Health Office of Public Health Preparedness

TRANSCAER = TRANSportation Community Awareness and Emergency Response

PJF = Project Justification Forms

PSIC = Public Safety interoperability Communications

HST = Homeland Security Team Meeting

SNS = Strategic National Stockpile

CDC = Centers for Disease Control and Prevention

Environmental Health (EH) Division

FOOD SERVICE		WELL, SEPTIC & MISC.	
Fixed Food Est. Inspections	162	Number of Parcels Evaluated	26
Mobile, Vending & STFU Inspections	0	Number of ON-Sale Sewage Disposal Permits Issued	7
Temp. Food Est. Inspections Follow Up Inspections	7	Number of Alternative/Engineered Sewage Systems Approved	3
Follow Up Inspections	12	Number of Failed System Evaluations Conducted	3
Number of Plans Received for Review	0	Number of Complaints Regarding Sewage Investigated	1
Number of Plans Approved	0	Number of Well Permits Issued	8
Consumer Complaints Investigated	26	Number of Abandoned Wells Plugged	6
Foodborne Illness Complaints Investigated	0	Number of DHS Related Inspections Completed (Day Cares, AFC Homes	16

**These are Preliminary Numbers That Are Subject to Change*

- Four grant applications were submitted to the USEPA on behalf of the Bay County Health Department for activities under the Great Lakes Restoration Initiative. These grant applications included funding for remediation of problematic septic systems, rapid testing of surface waters, beach sanitary surveys and forecasting of surface water quality at local beaches.
- Work continues on the Kawkawlin River Watershed project; over 1,000 parcels have been itemized and plans to survey local residents are taking shape.

Family Planning

Number of Unduplicated Persons Receiving Services in Family Planning Clinic	Number of Encounters in Family Planning Clinic
550	683

- Sue Montei and Eunice Wilson attended teleconferences for the Family Planning Update

Committee on February 22, 2010 and March 29, 2010.

- Kathy Trepkowski presented an in-service at Central High School on February 18, 2010.

Health Education

The Health Department received funding to educate local business owners and residents on the new smoke free law which will begin on May 1st.

Eat Safe Fish & Game Consumption Program

- A presentation titled, "Lessons from the Bald Eagle" has been provided to elementary schools in Bay and Saginaw Counties. The lesson corresponds to curriculum requirements for science and life science. Grant partners are providing lead instruction with educational support from the Safe Fish Consumption Grant staff. Field trips to the State Recreation Area will be held in April/May where additional safe fish consumption information will be provided. Some schools have received classroom presentations on multiple dates. Safe fishing information has been provided to a total of 625 students between 4th – 8th grades at the following schools:
 - ▶ Coulter Elementary school-grades 4 & 5
 - ▶ Herring Elementary school-grades 4 & 5
 - ▶ Thompson Elementary School 6th grade
 - ▶ Thompson Middle School 8th grade
 - ▶ Handley Elementary School 4th grade
 - ▶ Chester Miller Elementary school 5th grade
 - ▶ Arthur Edy Academy 5th grade
 - ▶ Handy Middle School 6th grade
- Community Outreach - a booth was staffed at the Women's Expo held at the Bay Valley Resort in Midland. A total of 325 direct contacts were made.
- Bangor Elementary School - safe fish consumption information was provided to children and parents at an evening school program.
- State Park Free Fishing Day - an interactive safe fish exhibit was an important part of the State Recreation Area event. At least 300 people attended.
- Breast feeding presentations -safe fish information has been presented to a total of 5 women who are expecting babies.

Employee Wellness

- We are nearing the completion of the 12-week MOVE MORE Physical Activity Challenge. An estimated 119 employees have participated. In early April a drawing will be held to award prizes for people who have participated.
- A new Weight Watchers program began in January and will end in June. A total of 15 people are enrolled. To date they have lost over 148 pounds.

- A smoking cessation program was held with one person enrolled. The good news is that the employee has successfully quit smoking for a total of 30 days and counting. A second program is tentatively planned.

Health Screening Clinic (HIV/STD)

Clients tested for STDs: 132
 Total Clients tested for HIV: 89
 Clients tested with previous negative HIV tests: 34
 Clients tested with no previous HIV test on file: 55

- Health Screening Clinicians investigated 70 confirmed cases of genital Chlamydia, 7 confirmed cases of Gonorrhea, 2 confirmed cases of acute Hepatitis B, 1 confirmed case of chronic Hepatitis B, 2 confirmed cases of acute Hepatitis C, 8 confirmed cases of chronic Hepatitis C and 1 confirmed case of early latent Syphilis.
- Susan Guc and Mary Jo Braman attended the HIV Clinical Course for Nurses on March 9-10, 2010, held at Wayne State University.
- Mary Jo Braman attended the webinar: "Can the World be TB Free?" on March 24, 2010.

Hearing and Vision Programs

<u>Hearing Program:</u>	Screened	Passed	Referred	Eval by Physician
Preschool aged:	118	109	7	3
School aged:	4273	4021	124	124
Special Education:	<u>191</u>	179	6	6
Total Screened:	4582			

<u>Vision Program:</u>				
Preschool aged:	<u>116</u>	108	7	1
Total Screened:	116			

Immunization Clinic

Vaccination Type	Number Administered
TB Test	90
Hep.A Adult	35
Hep.A Peds	148
Hep.A/Hep.B	56
Hib	121
HPV	53

Seasonal Influenza	270
Pcv7	96
Rotavirus	30
Dtap	60
Dtap/IPV	26
MMR	86
IPV	26
Td	10
Tdap	88
Varicella	132
Dtap/Hep.B/IPV	55
Pneumonia	7
Meningococcal MCV4	61
Zoster	35
Hep.B Peds	6
Hep.B Adult	19
H1N1	174
TOTAL	1,961

- The Immunization Division continues to offer H1N1 vaccine clinics throughout the community.
- All required audits of local practices that offer vaccinations under the VFC (Vaccines for Children) program have been completed by the Bay County Health Department.

Laboratory

Number of Clients		Number of Tests	
January	270	January	467
February	265	February	455
March	293	March	473

Maternal and Child Health Services

The Maternal Child Services Manager attend the following:

- Bay Arenac Great Start Collaborative

- Bay Arenac Great Start Collaborative
- Meetings for Safe Journey, a sub-committee of the Great Start Collaborative
- MALPH Nurse Administrator Forum Meetings
- Maternal Infant Health Program Coordinators Meeting
- Annual Meeting of the Michigan Public Health Administration-Public Health Nurses

Maternal Infant Health Program (MIHP)

- MIHP received 107 maternal and infant referrals for the first quarter of 2010.
- Of these referrals, 29 infant and 31 maternal clients were enrolled in the program in addition to the 171 clients currently enrolled in MIHP. The number of maternal screens completed this quarter was 31 and 27 maternal clients were referred to Child Birth Education classes.

Women Infants and Children (WIC) Program

Bay County Health Department and Pinconning Clinic

	Certification	Education	Infant Evaluation	Reg. Dietician	Other	Priority Certification	Project FRESH	Recertification	TOTAL
January	36	62	65	27	37	139	1	318	685
February	43	97	47	28	71	103	0	327	719
March	75	106	59	50	96	124	0	363	873

HOUSING

- H1N1 flu shots were administered in January.
- The annual audit was performed in February by Anderson Tackman. We are now waiting for the final report.
- Upgraded our Housing Data System software system and had remote training for office staff.
- Opened bids for the installation of patio doors. Awarded the bid to Gerald G. Bergman, Inc. Installation will begin the week of April 12th with all 100 apartments receiving Marvin patio doors.
- Obligated 100% of our ARRA (American Recovery and Reinvestment Act) capital funds by the due date of March 17, 2010. The ARRA funds will be used for the patio doors plus 5 energy efficient replacement refrigerators.
- Seminars for the residents included, "Winter Walking Tips", and "Home Safety".

JUVENILE HOME AND CHILD CARE SERVICES

- Director attended Michigan Juvenile Detention Association Administrator's Conference in January
- Attended Tri Cap Board meeting in January and March
- Attended HSCC meetings in January and March
- Attended Youth Drop Out Prevention Summit January and March
- Attended Service Plus Workshop in January
- Collected data and completed reports for Justice Assistance Grant utilized by Sheriff's Office and Bay City PD
- Met with Mental Health Services to revise mental health policies in the facility
- Reviewed applications and conducted interviews for a full time position and part time positions
- Continue to work on implementing CherryLan in the facility
- Child Care Licensing audit and received renewal on State licensing for facility.
- Fire and Environmental inspections completed and approved
- Received demonstration of BizStream software for electronic filing of resident information. Currently testing the software.
- Reviewed "WhyTry" curriculum for possible implementation to residents through MSU extension.
- Buildings and Grounds painting South Day Room

Population

	January			February			March		
Date	Bay	Out	Total	Bay	Out	Total	Bay	Out	Total
1	9	5	14	9	8	17	7	3	10
2	9	6	15	8	6	14	5	3	8
3	9	5	14	4	7	11	3	5	8
4	7	3	10	4	6	10	2	5	7
5	6	3	9	6	8	14	2	6	8
6	6	4	10	9	8	17	2	6	8
7	8	4	12	7	7	14	2	4	6
8	9	4	13	7	8	15	3	4	7
9	8	4	12	6	8	14	3	5	8
10	8	4	12	6	7	13	5	5	10
11	6	4	10	4	7	11	9	5	14
12	6	4	10	3	7	10	11	6	17
13	5	4	9	4	6	10	11	6	17
14	5	7	12	6	6	12	8	4	12
15	4	7	11	6	6	12	6	4	10
16	7	7	14	3	6	9	6	4	10
17	8	7	15	4	4	8	7	4	11
18	8	7	15	4	4	8	7	4	11
19	6	7	13	5	4	9	9	4	13
20	4	6	10	5	2	7	9	4	13
21	4	7	11	8	3	11	9	4	13
22	4	6	10	8	3	11	10	4	14
23	7	10	17	9	3	11	11	4	15
24	7	10	17	8	4	13	9	4	13
25	6	7	13	10	5	14	8	4	12
26	4	6	10	9	6	16	8	4	12
27	5	6	11	10	6	17	8	5	13
28	4	5	9	10	7	17	8	5	13
29	6	6	11		6	16	10	6	16
30	6	4	10		5	13	10	6	16
31	6	5	11			0	11	4	15
Total	188	173	361	201	173	374	219	141	360
Avg	6.06	5.6	11.6	6.7	5.8	12.5	7.06	4.5	11.6

Community Corrections

- The Community Corrections Mid Year Report has been completed and submitted to the Office of Community Corrections. In March the Office of Community Corrections completed a site visit to review programming. The following comment was given in regards to the Pre-Trial Program:
- Bay County does a very good job at documenting offender eligibility and program activity. Many records are maintained both in hard copy and electronically. It appears that data as reported in CCIS very closely match activity as documented locally.
- Currently Community Corrections is looking at revamping the EMS program to increasing its impact on jail overcrowding. We have found at this time offenders are unable to pay a daily fee of \$10.00 per day. The P & J Committee approved proposed fee changes to an installation fee, (\$50.00) and supervision fee, (\$50.00).
- At this time the Coordinator is working closely with the Non-Residential Treatment Centers to ensure offenders are receiving the proper services. The Coordinator is also researching other Treatment Centers ensure offenders are getting the best in Cognitive Change or Thinking Matters therapy. There have been two groups started in the jail. Such therapy has been proven to decrease recidivism.
- Jail overcrowding and jail utilization is always an ongoing issue. The jail has not had to declare overcrowding this Quarter. Programs like Pre-Trial Services, Cognitive Change and Residential Treatment are serving as an alternative to incarceration. With these programs and stakeholders working together jail overcrowding has not been an issue this quarter.
- The Coordinator oversees the Sheriff Work Crew. Crew member(s) work with staff from Buildings and Grounds to clean the county lots and other duties as assigned.
- The Coordinator has been attending MPRI meetings and has been asked to sit on the MPRI Tri-County Steering Committee. Other meetings attended: Tri Cap Board meetings, CCAB, OCC State Board meeting, Circuit Court Probation Staff Meetings and various Bay County Meetings.

Program numbers:

Program	Number of enrollments	Jail Beds Saved
Cognitive Change	25	300
Pre-Trial Services	57	2728
Residential	19	600
Drug Testing	92	2200

MSUE

- **Agriculture and Natural Resources** – MSU Extension - Bay County began another Master Gardener Volunteer Program class series to Bay County and area residents in January. The class will run for ten weeks and cover all aspects of home gardening, fruit production, landscaping, and lawn care. This was one of only a handful of Master Gardener classes being offered around the state this spring. Master Gardener volunteers annually contribute over \$30,000 of volunteer time to projects around Bay County.
- **Children, Youth, and Family Programs: Family Consumer Sciences, Family Nutrition Program, and Breast Feeding Initiative** – A total of 51 home visits/visits at the Department of Human Services and participants homes delivering parenting information. MSU Extension - Bay County staff chaired the local Service Providers meeting in February, with 14 providers attending from the different agencies that service children 0-6 years of age. The speakers presented were from the United States Census and Bay Arenac Behavioral Health. Ann Arnold, Extension educator, presented a positive discipline workshop at two different elementary schools with the Bay City public schools Parent Coffee Club meetings. There were 37 parents in attendance.
- For the first quarter of 2010, 12 six-hour childcare provider training sessions were held for 108 relative-care providers under the recently developed Great Start Quality Orientation training program. These trainings consist of educational topics in health and safety, nutrition, positive behavior, first-aid, and CPR instruction.
- Nutrition education was delivered to 274 participants, adults, seniors and children who completed the SNAP-Ed program. These lessons/one time presentations were held in participant's homes, Work First, Salvation Army, Delta College, the Teen Program, grade schools and Head Start classrooms. Bay County has begun working with the Bay City Housing Commission and Division on Aging to educate and distribute Senior Project FRESH coupons to eligible seniors, while continuing its collaboration with the Bay County Health Department, WIC Division, in bringing the Project FRESH program to eligible WIC participants.
- **Children, Youth, and Family Programs: 4-H Youth Programs** – In January Bay County 4-H tried a new recruitment event called "4-H Learn and Grow." This event was advertised throughout the county for families to visit the Bay County Building and MSU Extension to learn about what the Bay County 4-H program has to offer. It was well attended with several new families joining Bay County 4-H as a result.
- Winter Workshop was also held in January at the Canteen Building on the Bay County Fairgrounds. This event is sponsored by the Bay County 4-H Advisory Council and is open to all youth ages 5-19 who have an interest in learning new projects. This event is also held as a recruitment tool for the 4-H program. Over 50 youth attend, which is double from 2009. This event's success yielded over 10 families joining Bay County 4-H.

- The Bay County 4-H archery program also began in January. This program is open to all youth and runs for 12 weeks. During the program, certified 4-H instructors/4-H volunteers teach youth about the discipline of archery including safety, care for equipment, and the skill of shooting bows and arrows.
- MSU Extension - Bay County is proud to announce that 4-H and the Breastfeeding Initiative (BFI) of Bay County have been awarded a \$2,300 State 4-H Participation Fee Grant. Since early 2009, 4-H and BFI have been collaborating on making breastfeeding friendly diaper bags for Bay Regional Medical Center. Over 200 bags have already been given to breastfeeding mothers to provide them with information on where to find resources for breastfeeding assistance. This grant allows Bay County 4-H to purchase sewing machines, irons, ironing boards, scissors, and much more. Youth will be taught sewing skills to help with the breastfeeding friendly diaper bag project, as well as other sewing projects. All materials will be purchased soon. All of the materials purchased under this grant will be available for 4-H clubs to check-out for use at club meetings or special events.
- Bay County 4-H Livestock Association held their annual Spaghetti Dinner and Silent Auction in February. Youth learned how to seek donations for the event, cook in the kitchen by following recipes, serve food, and bus tables. This event was very successful and all proceeds go toward livestock barn improvements.
- In February and March, Bay County 4-H held two banquets honoring the youth and volunteers of Bay County. Over 100 youth received awards for their accomplishments over the past year. Patti DuBay was named the 2009 Bay County 4-H Leader of the Year at the Leader Banquet on March 8, 2010. She was presented with a clock that signifies a thank you for the amount of time - past, present, and future - that she has spent to *"Make the Best Better"* in Bay County 4-H.
- Bay County 4-H and the Bay County Fair Board collaborated to enter a float in the annual Bay City St. Patrick's Day Parade. 4-H families walked in the parade along with rabbits, dogs, a goat, and 5 horses. The float was special this year and featured two murals that 4-H youth, Dana DuBay and Zoe Farver, painted free-hand. The mural featured traditional "fair-time" happenings such as derbies, livestock, horse shows, Ferris wheels, cotton candy, and much more.
- The Tractor Supply Company (TSC) store in Bay City joined efforts with 4-H in support of local youth through the TSC Paper Clover Campaign, a national in-store fund-raising effort to benefit state and local 4-H programming. Beginning Friday, March 26, through Sunday, April 18, shoppers at the Bay City TSC store will have the opportunity to support 4-H in Bay County by purchasing paper clovers for just \$1 at the checkout. Thank you in advance for your support of TSC and 4-H. Proceeds benefit local Bay County 4-H programs!

- In addition to attending regular council and association business meetings in the first quarter of 2010, MSU Extension - Bay County staff began work on several upcoming events:
 - Cloverbud Camp: Mark your calendars for this fun and exciting event for five-to-eight year olds. Cloverbud Camp is scheduled for Tuesday, July 6, through Friday, July 9, 2010.
 - Bay County 4-H *Get the Kinks Out* equine clinic to take place on Saturday, May 1, 2010, at the Bay County Fairgrounds.
 - 4-H Exploration Days registration: this wonderful event takes place on the campus of Michigan State University.
 - Bay County Fair and Youth Exposition: August 10-14, 2010 on the Bay County Fairgrounds.

- **Economic and Community Development** – Two meetings were held with local elected officials and with a randomly selected set of community residents to assess their knowledge of issues related to wind energy and the pros and cons of building large scale wind energy projects here in Bay County. These meetings will be followed up with a mailed survey to over 700 randomly selected county residents to assess their views of these issues. This is part of effort funded through the National Oceanic and Atmospheric Administration (NOAA) grant that is assessing community values and identifying issues that will help resolve issues of conflict related to wind energy projects, and to develop educational materials that will address residents concerns. Bay County is one of three counties in Michigan that are a part of the NOAA funded research project.

- The Downtown Bay City Farmers Market will again take place at the parking lot directly south of the Chemical Bank drive-thru branch on the corner of 5th and Washington Streets. The Downtown Management Board has secured funding for an intern to assist with the operation of this year's market through a Cool Cities grant. MSU Extension has also applied for an internship through MSU to support the operation of the market. The market will open on Thursday May 27 and continue to operate on Thursdays through the spring season. The market will operate on Tuesdays and Thursdays beginning Tuesday July 5th. This year's market season is scheduled to run through the end of September.

- Bay County will be the site of a one of ten Small Scale Renewable Energy Systems 101 Workshop on Tuesday, May 18, 2010, at the Bay Arenac Intermediate School District Career Center. This workshop will cover a wide variety of energy issues for local governments and stakeholders. The focus will be on small energy systems including wind, solar, wood burners, and the state and federal policy environment and options for local decision-makers.

- Small scale renewable energy presents challenges to local communities related to resource assessment, the economics of renewable energy, navigating the myriad of incentives, understanding net metering, and planning and zoning.
- To help communities address these challenges this workshop will cover:
 - The basics of small scale renewable energy

- ▶ Renewable energy resource distribution
- ▶ Federal and State incentives including government and school opportunities
- ▶ Connection of small systems to the grid and net-metering
- ▶ Solar access issues
- ▶ Planning and zoning for small wind systems
- ▶ Regulating wood burners
- ▶ Example ordinances

PERSONNEL & EMPLOYEE RELATIONS

No Report Submitted.

PUBLIC DEFENDER

No Report Submitted.

9-1-1

- Each year, the second full week of April is dedicated to the men and women who serve as public safety telecommunicators. The official name of the week when originally introduced in Congress in 1991 was "National Public Safety Telecommunicators Week." Last year our dispatchers handled 178,531 total calls and 115,896 of those calls came in on our 9-1-1 lines. We recognize their dedication and hard work. Our dispatchers kept busy with those calls in addition to all of the radio traffic and emergency medical dispatching as well as dispatching police and fire responders.
- We have noticed a change in the way our residents have been contacting us for help. Our wireless 9-1-1 calls are on the rise. In 2008 cell phone callers comprised 49% of our total 9-1-1 calls in Bay County. In 2009 the percentage increased to 54% of our total 9-1-1 calls in Bay County. The additional 4,917 cell phone 9-1-1 calls last year from the prior year is a reflection of a state and nationwide trend. Some studies have concluded that many individuals will never own a landline telephone in their lifetime. Clearly, the use of landline phones to contact 9-1-1 call centers is declining. The increase use of cell phone 9-1-1 calls presents increased challenges. When the cell phone caller dials 9-1-1 the dispatcher is tasked with finding the callers location. Our Bay County responders cannot help the caller until they know the proper location. When we receive a cell phone 9-1-1 call for assistance the location of the tower is immediately relayed to the 9-1-1 dispatcher. At that point the dispatcher has to do a rebid to locate the caller. This procedure takes a couple of seconds. When the caller's location is relayed to us by latitude and longitude our sophisticated mapping shows the dispatcher where that 9-1-1 call was made from. The cell phone technology can be highly accurate, however all landline 9-1-1 calls will display the callers physical street address. Our mapping has many enhancements. The layers on our mapping system include water features, bridges, fire stations, police stations, marinas, towers, traffic signals, trails, airfields, railroad crossings, railroad lines, roads and state trunk lines, approximate property lines,

cemeteries, mobile home communities, schools, health care facilities and zip codes. A special feature that our County Geographic Information System was able to get for us was a map layer of all townships that border Bay County. This includes the townships that are adjacent to Bay County in Arenac, Gladwin, Midland, Saginaw, and Tuscola Counties. There have been times when a cell phone caller dials 9-1-1 for emergency assistance from an adjacent county and we receive the call. We are now able to locate that caller on our mapping, including the aerial view. The ability to locate that caller in the township adjacent to Bay County can provide critical information to the dispatch center that receives the transfer call from us. In the past we were only able to determine that call was in a different county. We can now pinpoint the caller's location including landmarks the same way we could if the caller was in Bay County. If the caller has a phone that can supply the data to us, and most cell phones have that capability, mapping can save time and lives.

- Bay County Central Dispatch has two new dispatchers. Brent Rubis and Denise Williams are currently in the training program. Brent and Denise are on different work teams assigned with trainers and the trainers monitor call taking and dispatching. Some other training issues include county geography, the Law Enforcement Information System, radio procedures and operating procedures for not only Bay County Central Dispatch but also the responding agencies we work with on a daily basis. We wish both of them well in their new endeavors. John Snable recently completed his training and is now able to work alone. 9-1-1

